

THE DESCRIBER



Around DES

DERS employee Sule Issifu was crowned *masu* (chief) of Ghana. See page 8 inside

New!!
The DEScriber is on the web.
Visit us at:
<http://www.de.state.az.us>

NEW APPOINTEES

DES makes key management appointments. See page 4 inside.



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In Brief

DES Goals:

To increase client self sufficiency and well being.
To improve DES performance.
To increase and improve stakeholder involvement in DES.
To increase customer satisfaction.
To increase employee satisfaction.
To provide leadership for human services in Arizona and the nation.

Arizona Re-employment Rapid Access

By: Kirby Everingham

Arizona Re-employment Rapid Access (ARRA), is a new system that has been implemented by the Employment Security Administration (ESA). This system will make it more convenient and less expensive for Arizona residents to access unemployment insurance services. This new technology uses a front-end interactive process using an interactive Voice Re-

sponse System (IVR), which then transfers customers to a live agent. The goals related to ARRA are to pay un-



employment benefits to Arizona workers in a more timely manner and give them speedy access to re-employment services. Filing an initial claim for unemployment benefits by telephone, in addition to weekly claims, will now be an option.

This change in the unemployment insurance program is a phased implementation of new technology, which ESA recently made available in the greater Phoenix area. ARRA will be implemented in Tucson late this year and then the rest of Arizona will be phased in over the next 18 months.

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ARRA from page (1)

A third call center for eligibility determinations will be opened early next year in Yuma.

ESA saw an opportunity to improve customer service by changing the way it does business. ARRA will reduce the number of visits to the local unemployment insurance office, will eliminate customers' completing forms. In addition, because individuals won't have to visit a local office as often, the expenses related to filing a claim will be reduced. For those who don't have ready access to a telephone, phones will be available in ESA Job Service Offices and in One-Stop Centers.

The initial sequence for filing an initial claim for unemployment insurance using ARRA is estimated to take about 15 minutes on the phone. Other types of claims are estimated to take less time. Telephone claims for weekly benefits are estimated to take only 4 minutes.

This system will give employees the opportunity to explore new

See ARRA/ Page (3)

Director's Column

by John L. Clayton

It is always a source of pride for me to be invited to participate in department functions that recognize our employees for their hard work, commitment and dedication to providing quality services to the people of Arizona. The work at DES is not easy; in fact, we have some of the most complex responsibilities in state government. It is important to recognize our employees for their outstanding performance and to provide feedback to them for their excellent work.



A prime example of this well-deserved recognition was the JOBS Statewide Training Conference, which was held last month. A highlight of the conference happened when Dennis Winter, representing Region IX Department of Health and Human Services, presented a high performance bonus check for \$2,707,663 in recognition of the fact that JOBS employees exceeded the federal work participation rates for 1999. A portion of this check will be distributed as a bonus to the employees that made this recognition possible. This presentation reflected the theme of the conference which was "2nd to None in 2001." Every employee present was recognized individually and thanked for contributing to JOBS' success.

A resounding message was the recognition that the work that we do that makes us different from our competitors is the human factor. Each and every day we touch the lives of many people and the greatest impact we make is in the way we positively affect our clients' children.

I congratulate all of the participants in this conference for their demonstrated appreciation of our employees and encourage all of you to continue to value and recognize the great work done by the people of DES.

Good Citizenship Awards

DES Director John L. Clayton received a Good Citizenship Award at a recognition luncheon sponsored by the Attorney Generals Office.

Attorney General Janet Napolitano presented the awards at the first Attorney General's Good Citizenship Awards Luncheon. The purpose of the event was to honor corporate, organizational, and individual commitment to protect Arizona's children and elderly, protect civil rights, and promote good government.

"Good government means working together with the private sector, community-based organizations and our schools to maximize our resources for all Arizona", Ms. Napolitano said.

Community Partnership Outreach Program

The New Home Baptist Church held a town hall on Tuesday, October 11 at the Martin Luther King Elementary School in South Phoenix. Director John Clayton served on a distinguished panel which also included the Supreme Court's Vice Chief Justice, Charles Jones; Dr. Russell Jackson, Superintendent of the Roosevelt School District and the Honorable Francisca Cota, Maricopa County Municipal Court Judge.

The goals of the community town hall were to :

- Educate the community on issues and problems it is facing today.



Director Clayton addressing the community on domestic violence issues

- Get the community involved in identifying the critical issues that need to be addressed immediately.
- Empower the community to find solutions for these issues and problems.
- Start an open dialogue with persons who have the authority to make solutions a reality.

The panel presented views on the issues of domestic violence; substance abuse; safety in the schools; trust and confidence in the courts; child abuse and law enforcement.

ARRA from page (2)

ways of doing their jobs. Also they will work in a brand new, state of the art environment.

ARRA will better serve Arizona employers as the other significant customers of the unemployment insurance program. They pay the unemployment insurance taxes that provide the benefits to Arizona workers as well as the administrative funds to run the program.



UI Claims Agent Penelope speaking to a customer

Employers will find the ARRA process to be more timely, fair and consistent.

The ARRA phone number for the greater Phoenix area is: (602) 364-2772, Hearing impaired (TDD) 1-877-877-6226.



Get the community involved in identifying the critical issues that need to be addressed immediately.

Employers will find the ARRA process to be more timely, fair and consistent.

NEW APPOINTEES



Anna M. Chavez is the new Deputy Associate Director of the Division of Business and Technology Services. Chavez holds a Bachelor of Arts degree from Yale University and Juris Doctorate from the University of Arizona. She has published articles in various national newspapers including *The Los Angeles Times* and *The Arizona Republic*.



Mary Lou Quintana Hanley, is the new Assistant Director of the Division of Aging and Community Services. She earned a Bachelor of Science in Social Welfare at Arizona State University, completed the advance Public Executive Program in Total Quality Management from the ASU College of Public Programs, and is a graduate of the Hispanic Leadership Institute sponsored by Valle del Sol.



Benidia A. Rice, is the new Assistant Director of the Division of Child Support Enforcement. She graduated from the College of William and Mary with a Bachelor of Science and holds a Juris Doctorate from the Arizona State University College of Law. Rice is a member of various professional organizations including the Maricopa County Bar Foundation Board of Trustees and the Arizona Family Support Council.



Anna L. Arnold, is the new Assistant Director of the Division of Children, Youth and Families, a position she had been filling in an acting capacity. She holds a Master's degree in Social Welfare from the UCLA School of Social Welfare, a Bachelor of Science from Memphis State University and is a certified independent social worker in Arizona. Arnold is a member of many community organizations including the Children's Action Alliance, the State-wide Healthy Families Steering Committee, was founder and statewide chairperson of the Arizona Inter-Agency Adoption Council and has served as faculty associate at ASU.



Eric S. Zaharia, is the new Assistant Director of the Division of Developmental Disabilities. He has a Bachelor of Arts degree from Pomona College (Claremont, CA), a Master's degree in Educational Psychology from the University of Arizona and a Ph.D. in Educational Administration from Vanderbilt University. His articles have been published in the *American Journal of Mental Retardation*.

DES welcomes the new appointees

**NO ONE CAN PREDICT TO WHAT HEIGHTS YOU CAN SOAR
UNTIL YOU SPREAD YOUR WINGS**

How do you track changes to a Word document?

By Richard Porterfield

Generally, tracking changes (what Word calls "Revision tracking") comes up in one of two situations. Either you have a copy of a document, and want to see how it differs from another (presumably older) version of the document – I'll call this the "ex-post-facto" method. Or you know in advance that people are going to be hacking your precious words to pieces, and you want to keep track of what they change – I'll call this the "prescient" method.

There's one spiffy bonus to setting Word up to track changes before the fact: Word will keep track of who made changes, and when. Send the document around for edits to a handful of people, and each person's edits appear in a different color, properly coded and tagged with the author's name and time.

Here's how it's done – the "prescient" method!

If you know that your document is going to be edited, and you want to track the changes, simply open the document, click Tools, Track Changes, Highlight Changes, and put an X in the box marked Track Changes while Editing.

To make sure that everybody who works on the document keeps that little box checked, it's also important that you "protect" the document, forcing all those editors to keep their changes tracked. You do that by clicking on Tools, Protect Document, and checking the box marked Tracked Changes. You'll have to provide a password to "unprotect" the document – anyone who knows the password can make changes without ha-

ving them tracked.

As soon as you've protected the document for changes, everyone who opens the document (except you) will have their changes tracked.

Here's how it's done – the "ex-post-facto" method!

If you didn't have the foresight to set up Word so it tracks changes in a document, you can always do a document-to-document compare after the changes have been made. If you perform such a compare, the resulting document looks just like a "prescient" document, except Word can't tell you who made the changes or when.

To do a document-to-document compare, open the original (presumably older) document. Click Tools, Track Changes, Compare Documents. Word will prompt you to open the modified (presumably newer) document, compare the two, close the newer document, and this leaves you with revision marks in the original document.

How do you Accept or Reject changes?

Once you have a document with revision marks in it – whether the revision marks originated via the "prescient" or the "ex-post-facto" method – you can use the built-in tools provided by Word to review the changes one at a time, and either "Accept" them (i.e., have the final document reflect the revisions) or "Reject" them (tell Word that the changes can take a hike).

The most common way to march through a document, Accepting and Rejecting at will, is via the



Accept or Reject Changes dialog box. You can bring up that dialog box by clicking on Tools, Track Changes, Accept or Reject Changes.

Clicking the "Find" button in the dialog box makes Word scan the document for the next change, highlight it, and wait for your instructions about whether you want to Accept or Reject the change. Click "Find" again and you go on to the next change, where you can Accept or Reject it, and so on.

There are also options to Accept All or Reject All. If you have a brilliant editor, you can simply click Accept All and let your editor suffer the consequences. On the other hand, if you have an insufferable editorial boor unsplitting all your finely cracked infinitives and undangling your carefully dangled participles, you can tell 'em to stuff it with one click – Reject All. Politely, of course.

*Paraphrased from the Internet publication,
**WOODY's OFFICE FOR
MERE MORTALS** (Microsoft
Office for beginners)
15 October 2000, Vol 1 No 15*

Retirements

For the Months of October and November 2000

| | | <u>Years of Service</u> |
|---------------------|------|-------------------------|
| Mary Ann Frank | DBTS | 17 |
| David Gibbs | DACS | 23 |
| Pauline K. Kenerson | DBME | 24 |
| Edward Moreno Jr. | DERS | 24 |
| Sara Bahr | DERS | 25 |
| Barbara F. Chambers | DBME | 20 |



We lead by example. Employees are paramount.
Client satisfaction is vital to our success.

CAREER ACHIEVEMENTS

For the Months of October and November 2000



20 years: Mary Ann Fiedler, DBME; Linda F. Johnson, DCYF; Anna Marie Shaffer, DBME; Sharon Slater, DBME; Eugene S. Summers, DERS; Ray C. Thomas, DDD; Doris J. Stockton, DBTS; David E. Lenhart, DBTS; Francine Emrick, DDD; Molly S. Hurst, DDD; Lois M. Moosman, DDD; Marjorie D. Price, DDD; Sharla M. Fox, DBME; Cynthia R. Hicks, DCYF; Elaine Kotrba, DCYF; Rudy S. Wagner, DCYF; Jessie Walters, DERS; Mario D. Orosco, DERS; Michael H. Jacobs, DERS; Cheryl L. Olney, DERS.

25 years: Melissa M. Bird, DBTS; Angie D. Blanco, DDD; Douglas G. Fong, DDD; John B. Hamp, DESS; Peggy L. Harrison, DCYF; Robert L. Koster, DERS; Eliodoro M. Joya, DDD; Joann H. Ortega, DERS; Steve O. Patton, DDD; Robert G. Peck, DACS; Kenneth B. Price, DBME; R. B. Price, DCF; Yolanda M. Quiroz, DDD; Susetta J. Schmelz, DCYF; Kathleen A. Thomas, DERS; Leonardo Enriquez, DBTS; Dan R. Anderson, DESS; David Kwan, DBME; Alvin Overstreet, DBME; Toyoko Davis, DERS; Sylvia A. Tenhoff, DERS; Cheryl R. Kudick, DERS; Jan Parkinson, DERS; Francisco Rivera, DERS; Carmen A. Chapetti, DERS; Dottie A. Mullen, DERS; Joseph A. Puchacz, DCSE.

30 years: James R. Amarillas, DERS; Richard F. Grannis, DERS.

35 years: Cecilia M. Duarte, DBME; Linda R. Lacy, DCYF.

Division Briefings

Division of Children, Youth and Families (DCYF)

The *Arizona State Legislature* recently appropriated funding by enacting Senate Bill 1280, Substance Abuse Treatment Assistance. This Act appropriates **\$10 million dollars** to coordinate services for child welfare parents whose substance abuse is a barrier to maintaining, preserving or reunifying the family and for cash assistance recipients to maintain or obtain employment. In addition, the Act promotes the development of a partnership among the Department of Economic Security, the Department of Health Services and the community.

The *Sun City West Friendship Center, Inc.*, has established a program titled "Year Around Toys for CPS Kids." Mr. Paul Goodman, President of the Friendship Center and Mr. Don Araham, Vice-President presented more than 200 stuffed animals, toys and dolls to Maura Kelly and Dale Scott of DCYF. Each child taken into custody by Child Protective Services (CPS) will receive a piece of luggage - donated by American West Airlines - containing a toy from The Friendship Center. Mr. Gardner and Mr. Araham will continue to gather toys for these unfortunate children and donate them to CPS. With "Pride" we thank both Maura and Dale for their enthusiasm and efforts to ensure some comfort to these children. If you wish to be involved, please contact Mr. Gardner at (623) 546-1866.

Division of Employee Services and Support (DESS)

ESTEEM Survey: The Office of Personal Management wishes to thank all DES employees who participated in the ESTEEM survey. Your input will provide valuable information for improving the ESTEEM system to ensure that it provides employees and supervisors a fair and effective mechanism for evaluating employee performance and promoting employee development. If you would like to provide any additional feedback, please send your written comments to Tom Quijada, DES Personal Manager, site code 047Z-3.

DESS Retreat: The DESS Management Team recently attended a very successful retreat held in Prescott, AZ. Key outcomes from the retreat were the creation of a shared vision for the division, increased awareness of the value of diversity in the workplace, realignment of division goals and strategies to the agency Strategic Plan and the development of a Leadership Charter. These elements will be used to focus division services and guide strategic and operational decision-making throughout all DESS administrations.

Division of Policy and Program Development (DPPD)

DPPD has officially established The Office of Best Practices. This innovative unit was established by the Director to develop, research, facilitate and evaluate the implementation of creative practices within the Department. Best practices may come from suggestions within the Department, legislatively mandated changes or from examples from other states. Projects they have recently been involved with include: development of the state-wide Comprehensive Kinship Foster Care Plan and focus group; research on TANF work requirement exemptions and evaluation of innovative Employment and Training models of San Jose, California.

Roger Deshaies is the acting Project Manager overseeing the daily activities of the unit. Roger works with Executive Consultant, Thomas Colombo and Evaluators, Mark McCain and John Goad. Together with staff from various administrations, they will work on projects that relates to all aspects of DES in order to enhance services to our clients.

Division of Developmental Disabilities (DDD)

A recent baseline survey conducted by DES indicates general satisfaction with case management services from the Division of Developmental Disabilities (DDD). Approximately 63% of developmentally disabled clients rate DDD case management services as "excellent." Approximately 66% of developmentally disabled clients would select DDD case management services if given a choice between DDD, a family member, themselves, or a non-DDD individual. These results and others in the survey will help the Developmental Disabilities Case Management Pilot Projects Committee evaluate the success of the case management pilot programs.

Caroline Champlin, Project Manager, Family Support and Self-Determination Central Office, was awarded the Juanita Sheppard Memorial Award. The award is the highest award given by The Arc of Arizona in service to persons with mental retardation as well as proven leadership in meeting the goals of the Arc of Arizona.

Around DES

Every morning the chief of the Mamprusi tribe of Ghana comes to work at DES.

Chief Sule Issifu, has been working for DES for the last three years. He is the Administration Support Manager with the Workforce Investment Act.

It has been five years since Issifu moved to the valley with his wife Lydia and daughters Seiba and Aza.

The return to his village after his father died in 1997 was documented on the A&E channel and by the Arizona Republic.

DESR employee Sule Issifu was crowned *masu* (chief) of Ghana's Mamprusi Tribe in 1998.

"I would like to thank DES for let-

ting me go to Ghana for the ceremony. It shows how committed DES is to diversity and to helping employees from different backgrounds", said Chief Issifu.

He holds a Bachelor's degree in International Affairs from Lewis and Clark College in Portland, Oregon and has completed graduate work in business management at National-Louis University, McLean, Va.

A primary goal for his tribe is the construction of two school buildings in his village using the Mamprusi Development Fund (MDF) that he established. The goal of MDF is to coordinate sustainable economic rural development projects for the Mamprusi people of



Chief Sule Issifu

Northern Ghana.

He can be contacted at MDF

E-mail:

mamprusdev@aol.com

AAA Makes Advanced Directive Seminars Available

Developed by the Aging and Adult Administration, the Advanced Directive Seminar attempts to provide the DES employee with information that covers the basic requirements and use of various advanced documents provided for by Arizona law. In addition, the seminar provides the attendee with information on state laws that govern these documents and on other state laws that will assist employees in managing their finances in case of their incapacity due to illness or injury, or in the distribution of their estate in case of death.

The seminar will answer questions such as why do we need a will? Why do I need a Durable Power of Attorney? These and many

other questions concerning advanced directives will be answered during the seminar.

What are Advanced Directives? "Advanced Directives" are your oral and/or written instructions about your future medical care, estate administration, and estate distribution. Advanced directive documents include:

Health Care: Living Will - Health Care Power of Attorney - Pre-Hospital Directives.

Financial: General Power of Attorney - Durable Power of Attorney - Trusts.

Estate: Wills - Trusts - Payable in

Death Accounts - Rights of Survivorship.

Why do we need advanced directives? They provide you with the opportunity to voice your decisions in written form about your medical care when you are unconscious or unable to communicate or in the distribution of your estate to provide for your loved ones. Every person has a right to self-determination, we each should enforce these rights.

For more information or to schedule a seminar, please call

Ray De La Rosa at:

(602) 542-6440.

QC from page (10)

Director John L. Clayton demonstrated his commitment to Quality Champions and to continuous improvement. He shared a great deal with us regarding the DES Directions. He encouraged all of us to continue using quality tools, being positive, and being involved. He stressed his belief that DES employees deliver quality and valuable services.

Quality Champions come from all districts, classes, divisions and



Tibby Cornelius with her Kermit telling the audience about the benefits of laughter.

jobs.

Just as the TEAMusic workshop emphasized, diversity is one of the keys to the success of any team. We have diversity. We are ready to unlock the doors to success.

For more information contact the Office of Total Quality:
 SYSM at: OTQ.QCHAMP
 e-mail at: ann.hutchinson
 @mail.de.state.az.us

DES Budget Request

The Department of Economic Security's FY 2002-2003 budget request was submitted to the Governor's Office of Strategic Planning and Budgeting on September 5. Additional Funding of \$49,278,900 and \$85,278,900 General Fund for fiscal years 2002 and 2003, respectively, was requested. In addition, the department identified critical issues to address those needs that do not meet the criteria for submittal as part of the formal budget request.

DES' request supports the Governor's Strategic Direction for State Government, including Children's Health and Well Being, Economic Prosperity, and Good Government. The priorities for funding addresses critical needs in terms of improving the safety and well-being for children, families, adults, seniors, and persons with disabilities; supporting self-sufficiency of low income families; and improving customer access, service, and satisfaction throughout the state.

Funding has been requested for mandated long-term care services for persons with disabilities; Child Protective Services staff, training, and family support services; non-medical home and community based services for the elderly; funding for an array of social services; matching federal funds for child care; and improving customer service and accountability through technology. The request also contains recommendations for the use of state appropriated federal Temporary Assistance for Needy Families (TANF) and the Child Care and Development Fund.

As a result of the forums held with community groups and staff throughout the state, significant needs were identified that could not be addressed within the budgets parameters. These needs are presented in the critical issues that accompanied the letter to the Governor. The department's priority critical issues include funding for No Wrong Door; statewide expansion of Family Builders; rate increases for foster care adoption services and subsidized guardianship; transitional housing assistance; emergency prevention and crisis services; services for seniors and provider increases.

Several potentially significant modifications to the budget request are pending. These include the effect of the negotiations on the DDD Long Term Care capitation rate and the completion of automation planning that will allow for better estimates of future funding requirements.



Arizona Department of Economic Security

The Arizona Department of Economic Security is a human service agency dedicated to working with the people we serve to achieve their self-sufficiency. Published for employees by the Office of Communications. Send articles and comments to

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Quality Service

Organizational Pride

Client Self-Sufficiency

2000 Quality Champions Conference

Unlocking the Doors to Success!! That was the theme and the result of the 2000 Quality Champions Conference held October 19 and 20 in Tempe, Arizona. About 90 Quality Champions came to network and learn. They also raised \$100 for The State Employees' Charitable Campaign. The highlights included the following:

Four new Quality Tools were introduced: TEAMusic, Six Thinking Hats, Service mapping, and Son of Pareto. Every participant had an opportunity to learn each tool

and determine which would benefit their office, district, and/or project.

Keynote speaker, Tibby Cornelius, set the tone for

the conference. Her presentation, *Laughter is the Shortest Distance Between 2 people*, gave us facts and figures about the benefits of laughter. Did you know that there is abundant research proof that offices encouraging laughter are more productive? Did you know that laughter also boosts your immune system? Tibby also had us laughing continuously with her jokes, skits and props. We naturally sprinkled humor and laughter throughout the rest of the conference.



Director Clayton at the 2000 Quality Champions Conference, Sheraton Phoenix Hotel

See QC/page (9)